DEC STD 071-1 FIELD CHANGE ORDER POLICY - CUSTOMER SERVICES SYSTEMS ENGINEERING (CSSE)

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ABSTRACT: This section of DEC STD 071 describes the specific duties required of the Customer Services Systems Engineering organization with respect to the Development, Planning, Implementation, End-of-Life, and Post Partum of Field Change Orders (FCOs) .

APPLICABILITY: This standard is mandatory for Customer Services Systems Engineering personnel who process FCOs to Digital products. This standard may be supported by policies and procedures from various functions. Such supporting documents do not replace this standard.

STATUS: APPROVED 15-Jan-1990; use VTX SMC for current status.

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1 INTRODUCTION

1.1 PURPOSE

This section of DEC STD 071 outlines the specific deliverables and expectations of Customer Services Systems Engineering (CSSE) while processing Field Change Orders (FCOs). The detailed implementation of deliverables are not addressed. Details of CSSE implementation are available in FC-GD001-PG the *CSSE FCO Process Guide*. The guide is available to Digital Personnel through Educational Services Manufacturing and Distribution.

CSSE acts as the Customer Services Team Manager to provide the project management and coordination required to plan, implement, qualify, and support the FCO.

1.2 SCOPE

This standard applies to all Customer Services Systems Engineering Personnel who process FCOs to Digital products .

1.2.1 Approval Policy

The Customer Services Systems Engineering Management Team (CSSEMT) is responsible for the content and approval of this standard. The general review group for this document is defined as CSSEMT.

2 CSSE DELIVERABLES AND EXPECTATIONS

CSSE is responsible for interfacing with Engineering and Manufacturing to evaluate ECOs and Manufacturing Change Orders for field effectivity. CSSE is responsible for the initiation of the FCO Process and for establishing the CSSE FCO Team.

CSSE is responsible for overall FCO Process management responsibilities, the technical content and creation of the FCO, and the Corporate Implementation Plan documents.

The CSSE representative shall act as the CSSE FCO Team Manager to coordinate all the deliverables of the CSSE FCO Team. Team responsibilities are shown in Figure 1.